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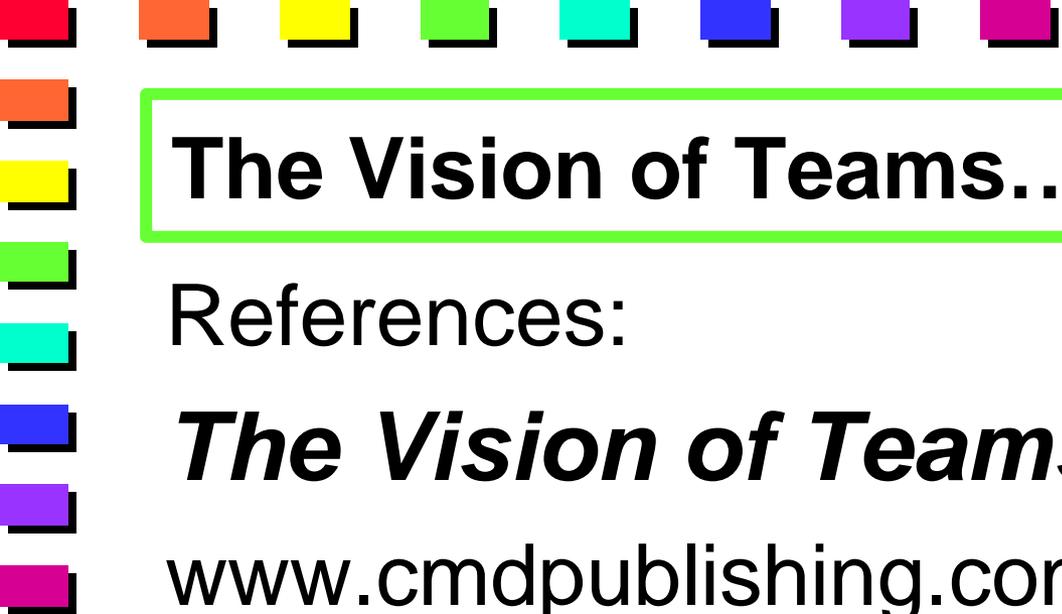
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What Does It Take To Create A Team??

“The Vision of Teams”

2003 Tax Forums - Seminar #48



The Vision of Teams...*SIMON SAYS Consulting*

References:

The Vision of Teams

www.cmdpublishing.com

www.starthrower.com

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www.simonsaysconsulting.com

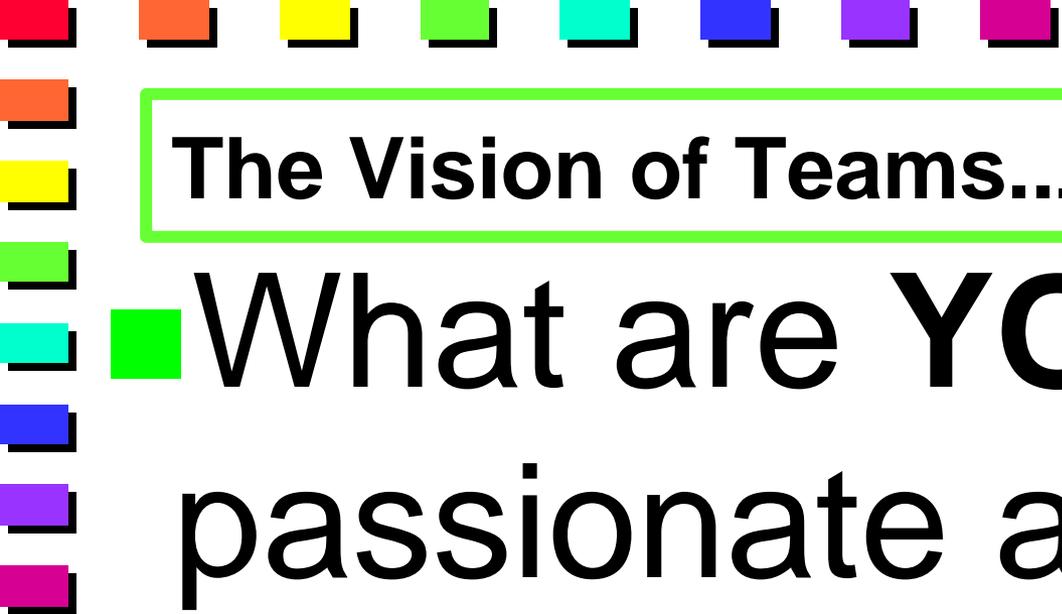
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The Vision of Teams.... *SIMON SAYS Consulting*

- Your organization, with a shared ***vision***, can accomplish amazing feats!
- Challenge your team members and yourself to take ***action*** and reach your ***individual*** goals as well as the goals of the ***organization.***

The Vision of Teams

- It begins with passion



The Vision of Teams... *SIMON SAYS Consulting*

■ What are **YOU**
passionate about
outside of work?

Marathon

■ What are **YOU**
passionate about your
job?

The Vision of Teams

- It begins with passion
- Each team member brings unique strengths and weaknesses



The Vision of Teams... *SIMON SAYS Consulting*

Identify the qualities
that an individual
needs to fully
contribute to a
team!

Diaper Team



The Vision of Teams.... *SIMON SAYS Consulting*

- An ability to *listen*
- An ability to work with a *diverse* group of people
- An ability to take *responsibility*

Forgive vs Permission

The Vision of Teams

- Share a Vision
- Learn as a Team
- Take Action

Video - Think

The Vision of Teams.... *SIMON SAYS Consulting*

Share a Vision

- Truly communicate with each other - Listen!
Hear / JM-Auto
- Commit to a common goal
1980 Dacron vs 1997 Diaper
- Mesh personal goals with the vision for the team
Excel Award

Learn As A Team

- Learn from mistakes Ecotherm
- Learn from each other Blue/Red Lycra
- Plan communication, rather than leaving to chance Maitland/SWOT

The Vision of Teams.... *SIMON SAYS Consulting*

Take Action

- Recommit to a shared vision

PING/Plaque

- Work through & with other people

Reward mistakes/Post-Its

- Put in a solid effort

Results vs activities

- Challenge yourself

Leukemia Marathon

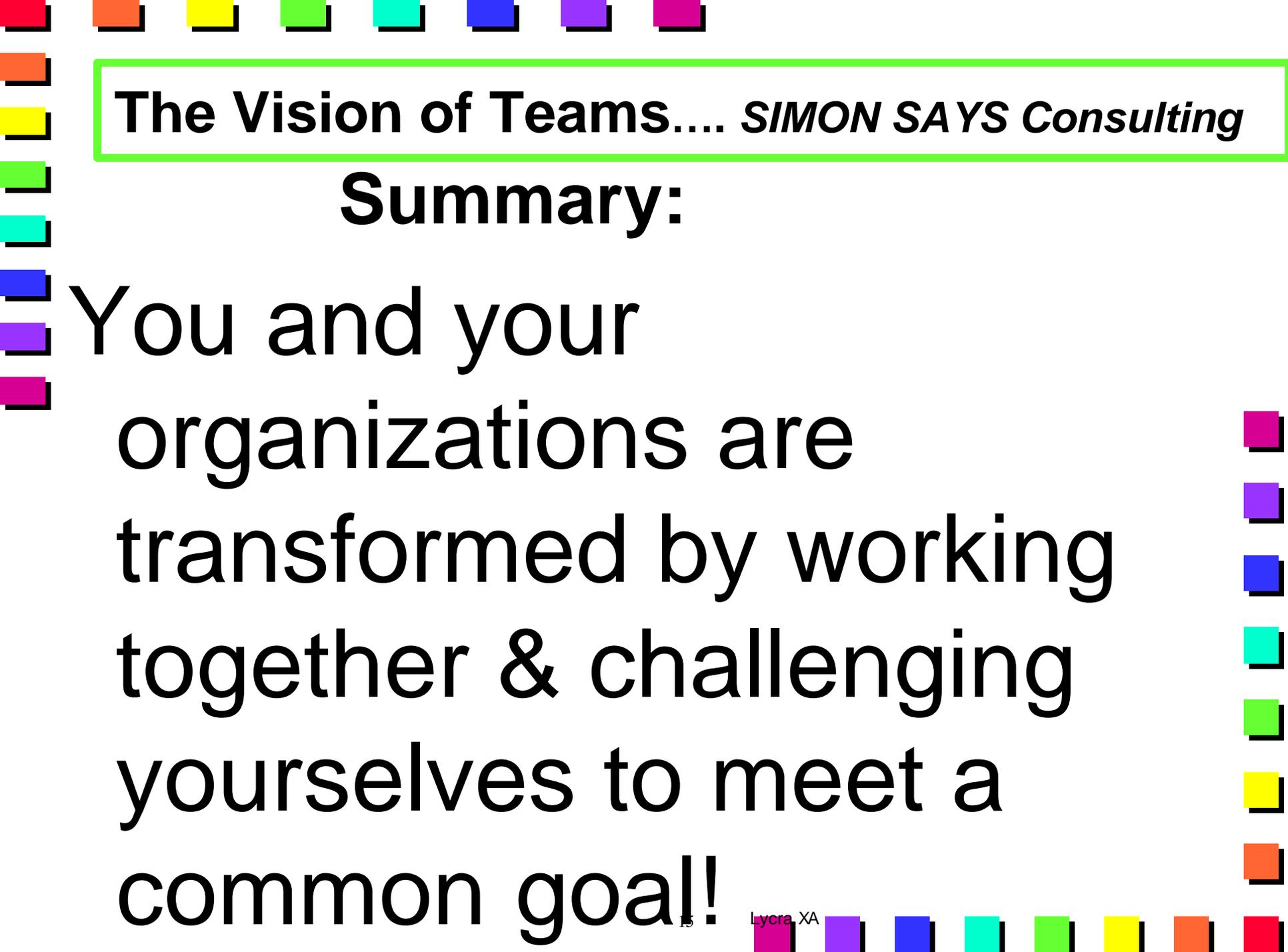
The Vision of Teams

- It begins with passion
- Each team member brings unique strengths and weaknesses

The Vision of Teams

- Share a Vision
- Learn as a Team
- Take Action

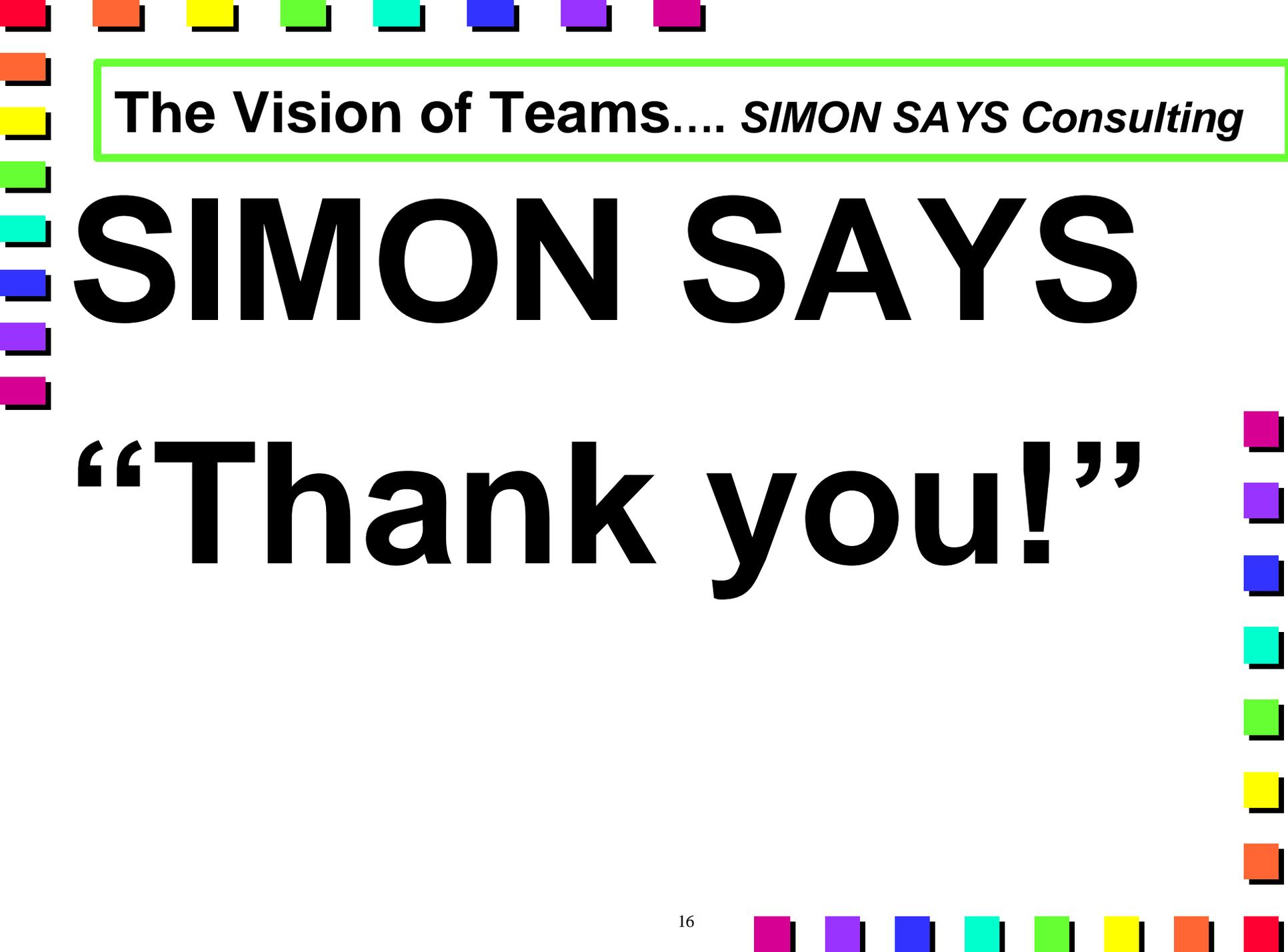
Video - Think

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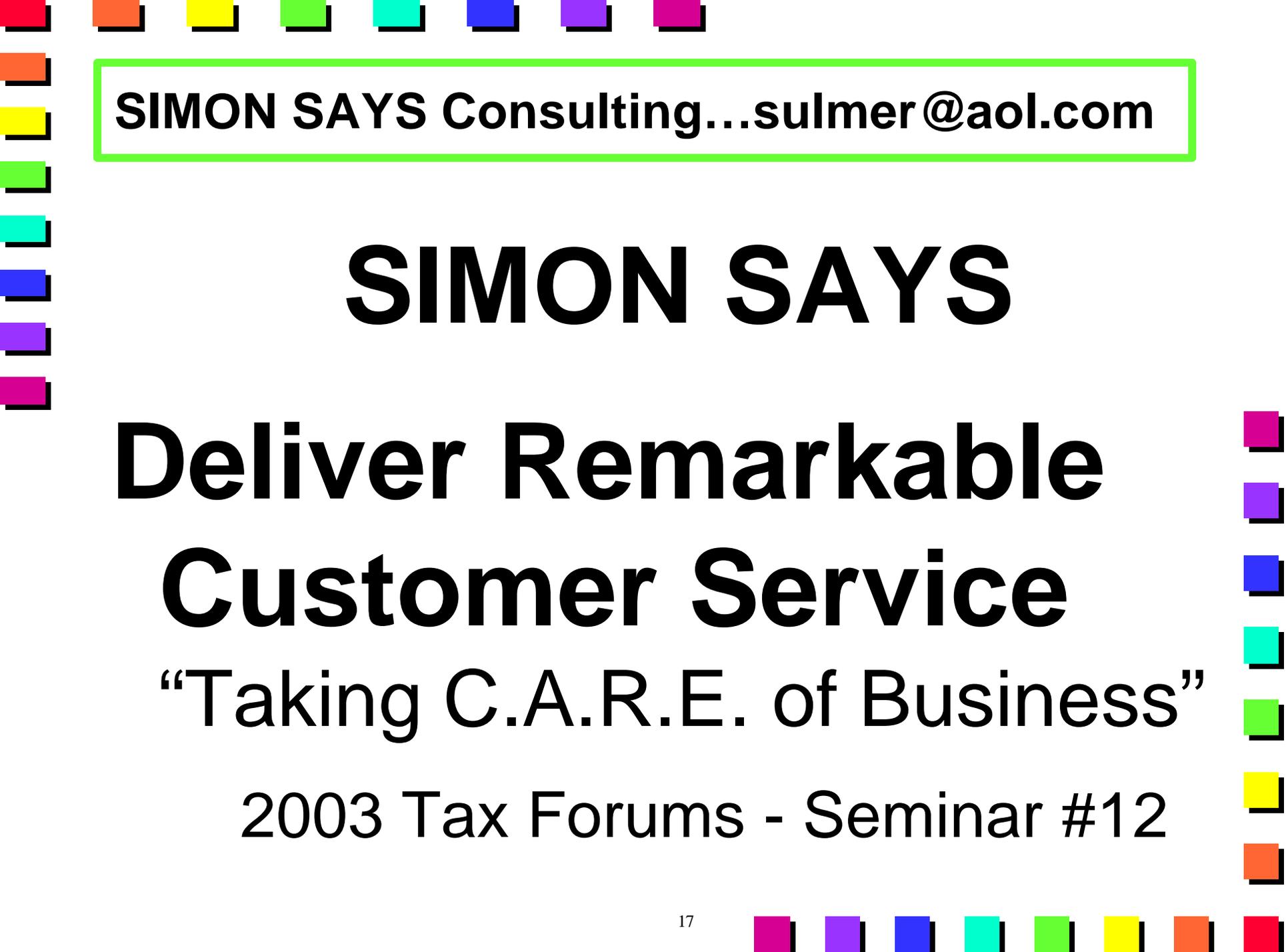
You and your organizations are transformed by working together & challenging yourselves to meet a common goal!

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“Thank you!”



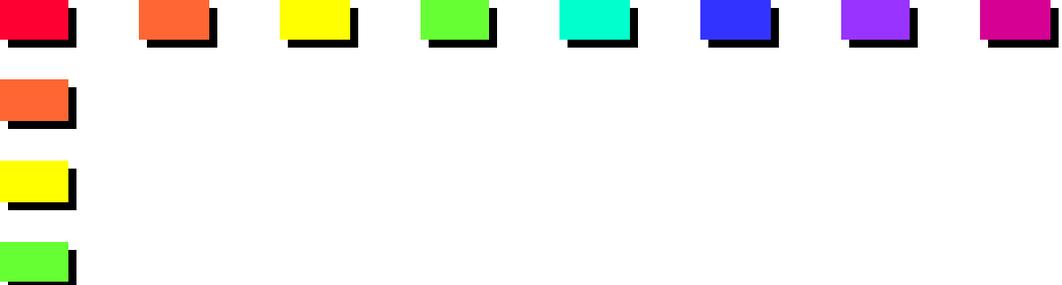
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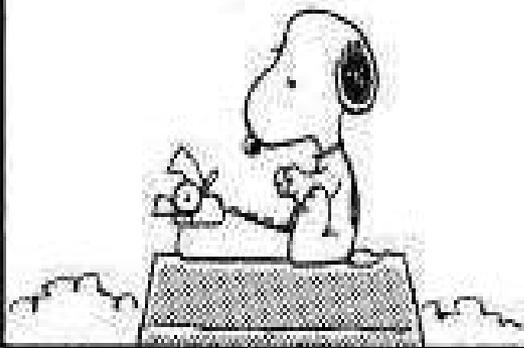
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“Taking C.A.R.E. of Business”

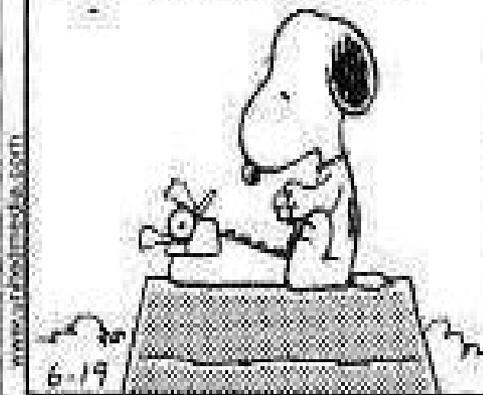
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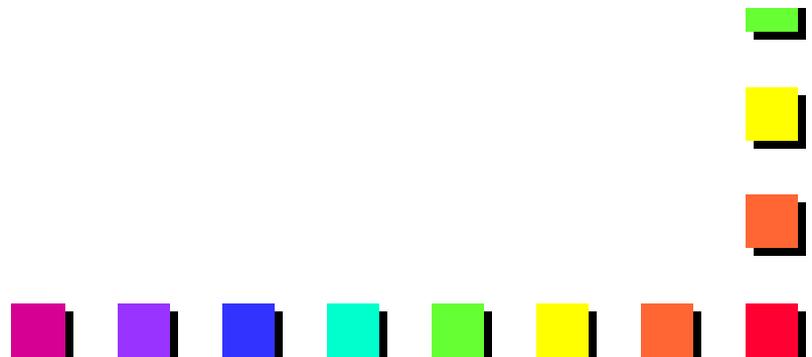


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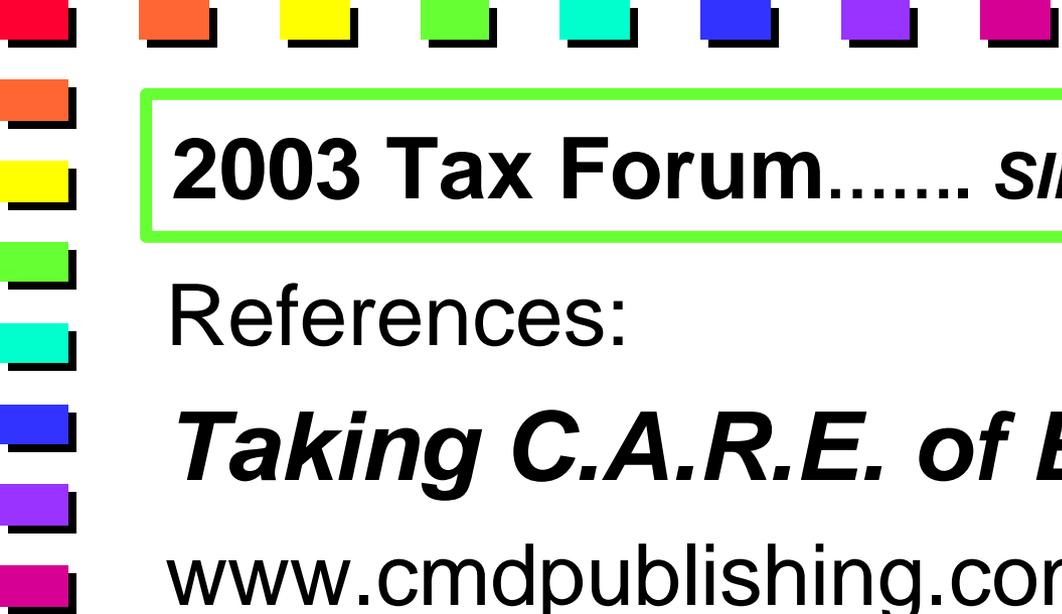
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Taking C.A.R.E. of
Business.....
Choosing to deliver
remarkable customer
service!



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References:

Taking C.A.R.E. of Business

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www.starthrower.com

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Taking C.A.R.E. of
Business.....

- **Connected**
- **Attentive**
- **Responsible**
- **Enthusiastic**



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Think of times you
have had great
experiences as a
customer. ***What do
you remember??***



Dell Vail - Delta Florida

You think of the
people who
made those
experiences
happen for you!

Why is it that
some *customer*
service
professionals
just stand out?

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- Great customer service professionals make a choice
- Every day, with every customer, they choose to do all they can to make their customer's experience as positive as it can be
- It isn't just that they *want* to C.A.R.E., it's that they know *how* to C.A.R.E.

***Taking C.A.R.E. of
Business*** emphasizes
personal accountability
as it teaches you to
actively improve their
customer service skills.

What are *your*
personal reasons
for giving
remarkable
customer service?

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- It feels good to help people
- It is more fun when you care about the service you give
- It is the best route to more profits, salary increase, job advancement

Connect to your customer

- meet customers “where they are”
- treat external & internal customers as you would want to be treated

Be **A**ttentive

- Give all your customers your full attention
- Be efficient and clear, but never rush your customers

Be *R*esponsible

- Let customers vent
- Take ownership, but never take things personally

Be *E*nthusiastic

- Treat each and every customer as if they were your only customer

Connect to your customer

- meet customers “where they are”
- treat external & internal customers as you would want to be treated

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Connect to your customers:

- Decide to be friendly before you say anything (eye contact, smile, tone of voice)
- Treat customers like visitors in your home - genuinely care
- Meet your customers (internal/external) where they are, putting aside where you are - “anticipate” needs beyond the obvious_{Bank}
- For the moment, make their needs more important than anything else - put yourself in their shoes_{Airline}

10 Second Connection Test

- What seems to be my customer's state of mind
- What is my customer's dominant emotion?
- What is the first response my customer needs from me?

Be **A**ttentive

- Give all your customers your full attention
- Be efficient and clear, but never rush your customers

Be **A**ttentive:

- Give customers your full attention
- Ask questions with an open mind (not leading questions)
- Make sure customers know they can count on you
- Take care of each customer efficiently - without being rushed
- Be clear with your customers

Be *R*esponsible

- Let customers vent
- Take ownership, but never take things personally

Tec Hotel

Be *R*esponsible:

- Take ownership
- Don't take things personally - do not take the bait
- Let dissatisfied customers vent without interrupting - **Listen**
- Apologize for the situation - customer does not want excuses
- Agree to next steps
- Thank the customer
- Do something extra if possible

Be **R**esponsible-Avoid:

- Making excuses
- Blaming anybody even if it is their fault
- Saying what is outside of your control or power

Be *E*nthusiastic

- Treat each and every customer as if they were your only customer

Be *E*nthusiastic:

- Not a “cheerleader”
- Handle each customer professionally
- Treat every customer as if they were your only customer

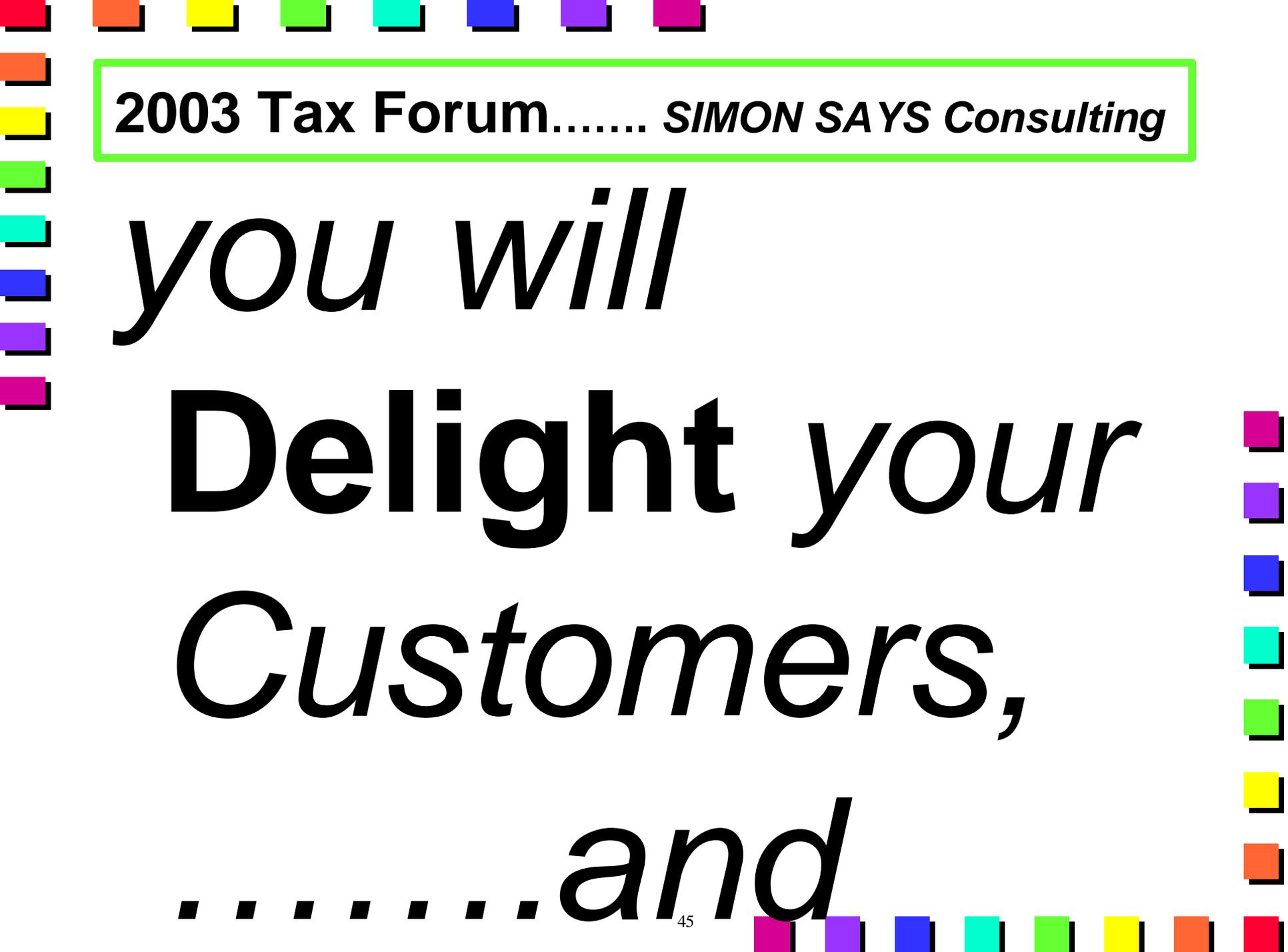
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Summary:

- Common sense (not rocket science)
- Is the customer better off than before they dealt with you?
- **Connect** - welcome each customer like a visitor in your home
- **Attentive** - give each customer your full attention
- **Responsible** - take ownership of any situation
- **Enthusiastic** - constantly check your attitude

Choose to C.A.R.E.

..... and

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you will

Delight *your*

Customers,

.....and

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.....you will:

- It ***feels good*** to help people
- It is more ***fun*** when you care about the service you give
- It is the best route to more ***profits, salary increase, job advancement***



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“Thank you!”

